FI$Cal

One state. One system.

2017 Release

Department Transition Information
Meeting – 2017 Depts.

June 13, 2017

Agenda

- Welcome and Introductions

- Updates
    - Cutover to FI$Cal
    - UAT
    - Training

- Department Actions
    - Processing Impacts for other systems
    - First 60 Days

- FI$Cal Support
    - Super Users
    - Retention Unit
    - FSC Support
    - User Support Labs

- Next Steps

Welcome and Introductions

Tamma Adamek and Will Padilla

Welcome and Introductions

- Welcome – Tamma Adamek

- Today's Agenda
  - Information
  - Action
  - Support

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Cutover to FI$Cal Update

Will Padilla

FI$Cal
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2017 Release Deploy Phase	May 1	May 8	May 15	May 22	May 29	Jun 5	Jun 12	Jun 19	Jun 26	Jul 3	Jul 10	Jul 17
Dry Run			Dry Run 5/15 – 5/26		Dept Vals. 6/1 – 6/5							
Dress Rehearsal							DR 6/16 – 6/19	Dept Vals.				
Cutover										Cutover 7/7-7/10	Validations + Support >>	

Go Live: 7/10

2017 Release – Dress Rehearsal – Key Activities and Dates

- Dress Rehearsal conversion files are due 6/13

- Dress Rehearsal conversion files will be loaded into a FI$Cal Test Environment between 6/16 – 6/19

- Dress Rehearsal Department Conversion Validations will occur at FI$Cal:

  - 6/21 – 6/27 – Conversion Validations and Manual Entries

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2017 Release Deploy Phase	May 1	May 8	May 15	May 22	May 29	Jun 5	Jun 12	Jun 19	Jun 26	Jul 3	Jul 10	Jul 17
Dry Run			Dry Run 5/15 – 5/26		Dept Vals. 6/1 – 6/5							
Dress Rehearsal							DR 6/16 – 6/19	Dept Vals.				
Cutover										Cutover 7/7-7/10 ★ Validations + Support >>		

Go Live: 7/10

2017 Release – Cutover – Key Activities and Dates

- Cutover conversion files will be due in two sets:
  - 7/5 – Customers and Project Costing Conversion Files only
  - 7/14 at 12 p.m. – Remaining Files
- Conversion Files will be loaded into FI$Cal Production
- Conversion Validations and Manual Entry Sessions will occur at FI$Cal
- PeopleSoft and Cal eProcure outage will begin 12 p.m. on 7/7 and will be available 12 p.m. on 7/10

UAT Update

Will Padilla

UAT Update

- Departmental validation pending for
  - ALLOCATIONS (In Progress)
    - Departments are being invited to test as their Configuration is Complete using valid COA values
    - Remaining Departments need to work closely with DOF and Fi$Cal GL team to resolve Allocation and COA issues as soon as possible
  - CalATERS
  - (Optional) Re-validation of AP/AR functionality impacted by SCO/STO delay
- 87 of 89 Test Scripts, currently in scope, have been passed by one or more departments.

- Departments to be invited for validation of Interface Cycle 3 based down-stream functionality as Interfaces get ready.

- **Important:** Any configuration changes (ex. COAs, Allocations) received after June 2, may not be available in UAT or in production on Day 1.

Training Update

Will Padilla

2017 Release Training Update

- Departments have completed a combined 53% of the required core end user training to date

- Each department must complete at least 80% of the required training (core users) by June 30

- Three departments have met the threshold

- Seven departments are at least 60% complete

- Training is communicating with Departments daily and weekly to support this task

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Processing Impacts for Other Systems

CALSTARS

Jennifer Felisilda

Cutover for CALSTARS Depts.

Key CALSTARS Processes for Conversion

- Do <u>not</u> post any claim schedule transactions in CALSTARS after the SCO cut-off date of 6/15 to eliminate the conversion of Claims-in-Process (GL 3020). After 6/15, departments may only record claim schedules with expedite payment processing to ensure payment by 6/30

- The General Cash Remittance In Transit (GL 1115) must have a zero balance by 6/30

- Departments must order the conversion files for cut over using the CALSTARS Menu G.2 with the following schedule:

   o First cut over conversion files – order CALSTARS data on 7/5/17 with a report date of 7/3/17. Review CALSTARS data and send to FI$Cal on 7/5/17 at 5:00 PM.

   o Second cut over conversion files – order CALSTARS data on 7/13/17 with a report date of 7/12/17. Review CALSTARS data and send to FI$Cal by 7/14/17 at 12:00 noon.

Cutover for CALSTARS Depts.

- Department must order a hard copy and/or dataset of the following CALSTARS reports:

    - D06 report - Document Report by Appropriation
    - D16 report - Document Report for SCO Reconciliation
    - B04 report - Detail Report of Appropriation Status
    - B06 report – Budget Report
    - P01 report – Year-To-Date Reportable Payment Report

- *NOTE: These CALSTARS reports must be ordered on July 13, 2017 with output destination of "N1"; report period option of "PM"*

    - Departments should close FM 12 by July 12, 2017 to avoid posting transactions after ordering conversion data
    - Departments cannot run YEC before 7/13/17 or G.2 file will not be good for extract purposes
    - After July 12, any adjustments to encumbrances or accounts receivable need to be posted in FM 13

Cutover for CALSTARS Depts.

- Any corrections to reconcile or adjustments must be recorded in FM 13 as accruals. The same correction should be recorded in FM01 in FI$Cal except for reverting appropriations

- All transactions posted in FM 13 should have an auto-reverse batches

- All transactions recorded after the cut-over conversion of 7/12 necessary for FM 01 transactions must be manually posted into FI$Cal

P-CARD

Jeremy Greever

P-Card

- P-Card Cardholder profiles will loaded by FI$Cal

- P-Card Administration will be maintained by departments post July 2017 go live

- Cardholders will be responsible for reconciling P-Card transactions in FI$Cal beginning with the July 24 2017 statement which will contain transaction dates of 6/23/2017 to 7/24/2017

- The July 2017 statements will be loaded into FI$Cal on July 25, 2017

- US Bank will close the Billing Cycle on the 22nd of each month, unless the 22nd falls on a weekend or a holiday, then US Bank will close on the next business day

- Departments need to inform FSC when a new managing account is created.

- US Bank requires 15 business day to setup new managing account

DGS – Statewide Purchasing

Jeremy Greever

DGS – Statewide Purchasing

- During the cutover outage, Cal eProcure (the public procurement portal) will not be accessible (CSCR, SB/DVBE certification application, searching for LPAs, searching for SB/DVBEs)

- DGS will provide more information to departments on any steps that may be needed regarding advertised solicitations in CSCR

- FI$Cal will be partnering with DGS to communicate to the vendor/bidder community about the outage schedule and its impacts

CalATERS

Eleanor Alvarez

CalATERS – Interfaces

Interface	Definition
Inbound CalATERS Travel Advance Detail	This inbound interface loads the CalATERS travel advances and creates Approved pre-paid vouchers for payment processing in FI$Cal. The ORF checks will be generated in FI$Cal and delivered to employees.
Outbound CalATERS Check Detail	This outbound interface contains check information issued from department ORF funds that map to CalATERS travel advances.
Inbound CalATERS Expenditure and Payment Detail	Inbound interface records CalATERS expenditure data, recovered travel advance data, and payment information via a regular voucher.

CalATERS – Department Tasks

- Initial weeks in July, manually record outstanding CalATERS ORF balances

- Set up supplier records for both CalATERS ORF balances and CalATERS Expenditures

- Validate CalATERS object codes are included in FI$Cal Account Translation Table

SCO Warrant Processing

Monte Hand

SCO Warrant Pay Cycle Process

- SCO is responsible for running the SCO Warrant Pay Cycle

- SCO Warrant Pay Cycle is run manually every weekday starting at 3:30pm

- Selects vouchers that are eligible based on the following criteria:

    - Posted
    - SCO Audits Approved
    - Valid Budget Status
    - Schedule Due Date within the range of Pay Through Date
    - Voucher must not be on Payment Hold

SCO Warrant Pay Cycle Process

- Pay Through Date and Payment Date is current day plus 4 business days in the future
  - Four day lag allows SCO Accounting time to respond to vouchers with funding and chart field errors and pull the warrants
    - Payments get voided and workflow reset on voucher and sent back to department
    - Will appear in Department AP Approver's worklist for correction, reapproval and resubmission to SCO Audits
  - Lag also allows SCO Disbursements time to print and mail the warrants

SCO Warrant Pay Cycle Process

- Vouchers that are included in SCO Warrant Pay Cycle are initially placed on Payment Hold status

    - Prevents any additional payments (duplicates) from being made from voucher

- Warrant number, payment date and accounting date are populated in FI$Cal populated from data exchange file from SCO

    - **Populates at 9pm on the day after Pay Cycle is run**

    - Payment Hold status is now removed and the voucher is locked down

Report 14

Jimmy Tran

Report 14

- All required departments will generate a Report 14 for any accounts outside of the Centralized Treasury System (CTS) or confirm they have no accounts outside CTS, due August 20.

- This information must be approved by a department head or designee.

- Once Report 14 is generated, departments can print, sign, and send a paper copy with a wet signature to the State Controller's Office as part of year-end reporting requirements. (STO will not require a printed/signed copy)

First 60 Days

Gina Esperanza

First 60 Days – New Departments

STEP	DATE	ACTIVITY	WHO/HOW
Part A – Conversion Finalization			
A.1	7/12/17 - 7/21/17	Conversion validation	• New Departments • At FI$Cal, with FI$Cal support
A.2	7/17/17 - 7/21/17	Manual conversions	• New Departments • At FI$Cal, with FI$Cal support
Part B – Department Configuration Setup			
B.1	7/10/17 - 7/14/17	Validate Chart of Account (COA) values	• New Departments • At FI$Cal, with FI$Cal support
B.2	7/10/17 - 7/14/17	Validate all other configurations	• New Departments • At FI$Cal, with FI$Cal support
B.3	ASAP – 7/21/17	Set up operating budgets (online or using upload)	• New Departments • At FI$Cal, with FI$Cal support

First 60 Days – New Departments (cont'd)

STEP	DATE	ACTIVITY	WHO/HOW
Part C – Begin Transacting			
C.1	ASAP - 8/4/17	Enter catchup transactions (from July 2017 period) **Start only after Steps A and B are complete**	• New Departments • FI$Cal support available through User Support Labs
C.2	7/24/17 - on- wards	Enter current transactions (post -July 2017 period)	• New Departments • FI$Cal support available through User Support Labs
Part D – Begin Month End Closing (MEC) Process			
D.1	8/28/17 - 9/15/17	Close July 2017 in FI$Cal	• New Departments • Attend MEC support session at DOF
D.2	9/18/17 - 9/29/17	Close August 2017 in FI$Cal	• New Departments • Attend MEC support session at DOF

First 60 Days – Don't Forget

MODULE	ACTION TO TAKE
General Ledger	• Establish ORF • Enter operating budgets • Confirm Allocations • Verify LD Configuration - Setup and verify new employee settings
Accounts Payable	• Setup new external suppliers • Setup new employee suppliers • Enter any paper claims as claims vouchers via second user ID • Record manual payments for ORF vouchers for July • Enter PO vouchers for paper claims that are associated to a PO and link to a PO in FI$Cal • Enter 1099 paper claims as 1099 manual payment vouchers
Procurement	• Enter encumbrance only PO's as amount only • Validate Pcard-Cardholder information setup by FI$Cal • Enter catch-up transactions

First 60 Days – Don't Forget (cont'd)

MODULE	ACTION TO TAKE
Accounts Receivable & Billing	• Enter catch up transactions
Project Costing, Contracts & Grants	• Validate Fund Distribution rules • Enter catch up transactions for Projects, Contracts, Grants, Funding Agreements, Fund Distribution rules
Asset Management	• Add any Assets that were missed during cutover • Request from FSC to close 6/30/17 AM Period following AM conversion validation or manual entry conversion

DOF Policy for MEC

Gina Esperanza

DOF Policy on Month End Close

- State Policy requires reconciliation within 30 days after the end of the month

- Finance will allow additional time to perform month-end closing (MEC) and to complete July and August reconciliations

- Using FI$Cal as the primary accounting system, departments should comply with policy by FM3 (September) reconciliations

- Dates for expected closure for 2017 departments:
  - July by September 15, 2017
  - August by September 29, 2017

- Departments requiring additional time for MEC and reconciliations must submit a written request to Finance (FSCU) for a temporary exemption to the policy

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Available Support

Tamma Adamek

Department Support

Departments are best supported by a collaborative network of individuals from their own department, Partner Agencies, and FI$Cal, each with a specific scope of support.

DEPARTMENT SUPER USERS…

… provide onsite support to department end users for *procedural and "how to" questions*.

FI$Cal Departments

DEPARTMENT OF FI$CAL…

… provides a structured *onboarding* experience and broad-based support for the *FI$Cal system after go live*.

PARTNER AGENCIES…

…, including DGS, DOF, SCO, and STO, provide direct guidance to department on *policy decisions.*

Super Users

Stacy Meza

Super User Roles & Responsibilities

Super Users are the first line of response to support end users, answering questions as they come up and periodically checking in with assigned end users. Super Users are also encouraged to support issue resolution with the FI$Cal Service Center (FSC) and Partner Agencies.

Support

- Answer end user questions
- Provide help navigating the system
- Analyze support issues
- Reinforce best practices and provide tip sheets
- Share project and system knowledge
- Help people stay positive

Look & Listen

- Actively listen and watch for key issues, concerns and frustrations
- Periodically check-in with end users to understand how they are doing

Share

- Escalate critical issues ASAP to FI$Cal
- Cascade key messages from manager and FI$Cal to end users
- Document and report volume of assistance provided to end users
- Log/assist with FSC Service Requests

Super Users

What Resources are Available?

- Super User Town Hall Meetings

- LinkedIn

- Network with other departments

- FI$Cal Super User website link

- Department Shadowing

Retention Unit

Stacy Meza

Customer Retention Unit

What is a Retention Analyst?

- Primary Point of Contact after Go-Live

- Partner with department to understand unique business needs

- Monitor and drive resolution of incidents

- Conduct analysis on trends

- Provide ongoing support

FI$Cal Service Center

Chi Emodi

FSC – Contact Information

Email: fiscalservicecenter@fiscal.ca.gov

Voice: (855) FISCAL0 (347-2250)

Web: http://www.fiscal.ca.gov/access-fiscal/

Access FI$Cal

Welcome to Access FI$Cal. This page provides you with access to the FI$Cal System, maintenance information, access to training, and access to the FI$Cal Service Center.

Access the FI$Cal Application.

Access FI$Cal Service Center Information.

Access the University of FI$Cal.

Access Application Maintenance Notices.

Outage Notification:

Select Maintenance button below to view upcoming outages.

Known Issues:

Saturday, 4/22/17: We are experiencing delays with the Hyperion BI Data Mart refreshes. This may impact running Hyperion BI Reports. Technical teams are currently working to resolve this issue.

Important Information:

For information on bidder and supplier activities, please use Cal eProcure (https://caleprocure.ca.gov). Cal eProcure is the new vendor portal that will replace BidSync.

FI$Cal Release Notes:

FI$Cal System release notes on issues impacting end users are now posted online.

FSC – Things to do, speed up resolution

- Advise user to clear cache and retry process (as part of incident triage)

- Contact your department Super User to attempt resolution

- Providing the following information speeds up incident processing:
    - Steps leading to the issue
    - FI$Cal User ID (some Users have multiple ID's)
    - Relevant Screenshots – include URL; Menu Breadcrumbs; Date/Time
    - Affected User's Contact Information – recommend affected user be the customer contact on incident, not Super User
    - If Budget issue – identify whether in Hyperion or PeopleSoft
    - Provide BU & clear description of issue/request in email Subject Line
    - BU + MEC/YEC in email Subject Line for MEC/YEC requests
    - Possible Workarounds
    - Providing this information at incident creation reduces the time for L2 to request additional information for clarification and analysis

FSC – Data Privacy

Be Careful Sharing Data

- Do not share your login credentials with anyone

- Do not email sensitive or confidential data to FSC

- Consider what you are sending – ensure confidential data is not contained in a screenshot or image

- If your problem involves sensitive data, please call the FSC for assistance in redacting the data prior to submission

- Consider requesting a WebEx session which may speed up issue resolution

FSC – Getting started in ServiceNow

ServiceNow

- Navigate to the site http://fiscal.ca.gov and select **"Access FI$Cal"**

- Select **"Access the FI$Cal Application"**

- Enter your primary state email address and select **"Continue"**

- Enter your current password for FI$Cal Production

- On the landing page, select **"Access FSC"**

- Your ServiceNow **User name** will be the name featured in your email address + @Fiscal, select **"Reset your password here"**

- On the Reset My Password screen, enter your ServiceNow User name and your department email address and click on **"Reset Password"**

- A temporary password will be sent to your email address

FI$Cal – How to Open a Ticket

- Log in to ServiceNow Self Service Portal

- Click on "Report an Issue"

- Select Location (if not pre-populated) and Category

- Enter the "Short Description" and then a more detailed summary of the request in the "Description" field

- Enter your "Preferred Contact Method"

- To add a supporting attachment, click on "Browse" and then "Upload File"

- Click on "Create Incident"

- System will display the incident number upon saving

FI$Cal – Service Now Demo

User Support Labs (USLs)

Anthony Ampania

User Support Labs

- Departments can submit a request to bring in real work to transact in FI$Cal

- FI$Cal Trainers and Subject Matter Experts (BOSD) provide assistance

- USL participants must have completed their required training

- A Super User must also attend

User Support Labs

- USLs begin July 25 through September 28
- Held on Tuesdays, Wednesdays, Thursdays
- 9:00 AM – 11:30 AM in Sacramento
- Modules: AM, AP, BI/AR, CM, DM, GL, LA, PC/CA/GM, PO
- Departments register to attend via MDW Task TRNG710:

Task ID	Task Name	Task Description	Start Date	End Date
TRNG710	Register and Attend User Support Labs (USLs)	Training Liaison registers departments end users for participation in User Support Labs (USLs). USLs provide on-hands support to perform transactions directly in FI$Cal Production.	07/25/2017	09/28/2017

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Next Steps

- **Attend** the remaining Department Transition Meetings:
  - Tuesday, June 27
  - Topics will include:
    - What to Expect in Your First 60 Days
    - On Site Support
    - MEC/YEC
    - Additional Training Updates
    - Additional Cutover Updates
    - And More…

FI$Cal
One state. One system.

Questions and Answers
FI$Cal Project Information:
http://www.fiscal.ca.gov/
Or e-mail the FI$Cal
Project Team at:
fiscal.cmo@fiscal.ca.gov